



## TOWN OF MARBLETOWN

A regular meeting of the Town Board of the Town of Marbletown was convened in a public session of the Town Hall, 1925 Lucas Ave Cottekill, New York on February 7, 2023, at 6:00 o'clock P.M. local time. The meeting was called to order by Supervisor Rich Parete, and, upon roll being called, the following were:

PRESENT:

ABSENT:

The following Resolution was offered by \_\_\_\_\_, seconded by \_\_\_\_\_:

**RESOLUTION # -2023 SUPPORT OF ACTIONS BY THE NEW YORK STATE  
PUBLIC SERVICE COMMISSION AND NEW YORK STATE SENATE ON  
INVESTIGATIONS AND GOVERNMENT OPERATIONS TO ADDRESS HARMS  
CAUSED TO THE TOWN OF MARBLETOWN CENTRAL HUDSON UTILITY  
CUSTOMERS AS A RESULT OF SYSTEMATIC BILLING ERRORS**

**WHEREAS**, the Town of Marbletown is in the service territory of the Central Hudson Gas & Electric Corporation (Central Hudson) which is the only regulated transmission and distribution utility serving our community by providing electric, and

**WHEREAS**, the Town of Marbletown values the work of Central Hudson in maintaining transmission lines and restoring electricity to residents from downed lines as quickly as possible, and

**WHEREAS**, Town of Marbletown residents have been experiencing Central Hudson billing problems including receiving no bills for several months at a time, receiving multiple bills per month with different amounts due, as well as issues with estimated billing, inaccurate billing, budget billing, and uncharacteristically high bills, and

**WHEREAS**, these billing errors have caused confusion, frustration, and financial hardship, particularly for residents on fixed incomes or those having troubles making ends meeting, and

**WHEREAS**, these billing errors have often not been satisfactorily addressed through Central Hudson's customer service, and

**WHEREAS**, these errors in billings have been experienced by customers throughout the Hudson Valley within Central Hudson's service territory resulting in more than 4,300 people filing complaints of billing errors through public comments to the New York State Public Service Commission (PSC) as of December 2022, and

**WHEREAS**, the PSC launched three investigations into Central Hudson in March 2022, with one investigation focused on customer service and billing issues, and

**WHEREAS**, the PSC released an investigative report on December 2022 that determined that the billing errors are a direct result of Central Hudson's upgrade to its customer information and billing system on September 1, 2021, and

**WHEREAS**, the PSC report found that Central Hudson pushed employees to meet the transition deadline, that Central Hudson employees warned decision-makers of deficiencies in training, testing, and overall readiness, and that when the system went live not only was it incapable of handling complex billing scenarios, but it also contained hundreds of programming errors and defects that resulted in billing overcharges and delays for thousands of customers, and

**WHEREAS**, a December 31, 2022, report issued by the New York State Senate Committee on Investigations and Government Operations on utility pricing practice and failures determined that Central Hudson customers with rooftop solar installations or who are part of community solar, or community aggregation programs (CCA) have gone months – or sometimes upwards of a year – without receiving a bill or proper application of credits to their accounts leaving them unsure about what they owe;

**WHEREAS**, the PSC report found that Central Hudson affirmatively represents that it has spent over \$88 million dollars on this failed upgrade to its customer information and billing system and it is estimated that Central Hudson's ratepayers will have paid \$21 million dollars toward the project through increased billing fees through June 30, 2023, and

**WHEREAS**, as the PSC conducts ongoing enforcement proceedings against Central Hudson in this case, it has the authority to ensure that no further money be collected from ratepayers for the failed upgrade to its customer information and billing system and to impose substantial financial penalties against the utility which would be remitted to customers harmed by systematic billing failures, and

**WHEREAS**, the New York State Senate Committee on Investigations and Government Operations report states that the committee will monitor the enforcement proceedings and assess if clarifying legislation is needed to ensure proper penalties are levied and funds are redirected back to customers harmed by systematic billing failures, and

**NOW, THEREFORE, BE IT RESOLVED**, that the governing board of the Town of Marbletown does hereby adopt this local resolution in order to:

1. Encourage any residents that have experienced billing errors, who have tried to resolve their situation with Central Hudson first but have been unable to either reach customer service staff or have been unable to resolve their matter with the Company, to file a complaint with the New York State Department of Public Service as the investigation and consideration of related penalties to compensate Central Hudson customers continues.
2. Demonstrate support for the PSC taking action to ensure that no further money is collected from Central Hudson ratepayers for the failed upgrade to its customer information and billing system.
3. Demonstrate support for the PSC imposing substantial financial penalties against Central Hudson which would be remitted to customers harmed by systematic billing failures if the PSC determines it is justified; and
4. Demonstrate support for the New York State Senate Committee on Investigations and Government Operations adopting legislation if necessary to ensure proper penalties are levied against Central Hudson and funds are redirected back to customers harmed by systematic billing failures.